DANE HOLLOWAY

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**EMPLOYMENT**

***Leave Case Manager****, Liberty Mutual, Dover, NH* ***April 2017 – Present***

* Manage all aspects of leave case management process
* Create clear and concise daily, weekly, and monthly reports using Excel.
* Proactively identify trends in customer inquiry data and create action plans to more efficiently manage future inquiries
* Act as liaison between HR functional groups and customers
* Oversee payroll process to ensure accurate payments and deductions for employees on a leave of absence
* Use data to identify potential areas of improvement to standard company processes, present recommendations
* Keep abreast of ever changing federal and state-specific regulations as well as policy changes impacting HR case work
* Coach customers and business partners on appropriate actions based on outcomes or case status

***HR Support Center Senior Representative****, Liberty Mutual, Dover, NH* ***May 2016 – April 2017***

* Researched and resolved employee and manager requests regarding HR policies and procedures
* Carried out system audits, analyzed resulting data and created reports
* Spearheaded creation of email templates to reduce response times and convey consistent information
* Made daily reports to reflect team performance metrics; implemented improvement and efficiency measures
* Established action plans for workers’ compensation claims
* Conducted interviews and evaluated candidates

***Customer Service & Sales****, eBay Enterprise, Melbourne, FL* ***October 2013 – May 2016***

* Created daily reports to identify customer inquiry patterns
* Efficiently handled incoming calls and resolved order processing issues
* Provided case management support, verified customer finances and processed orders
* Trained new employees
* Maintained company’s online presence across media platforms

***Intern****,**Moran Kidd Attorneys at Law, Orlando, FL* ***Summer 2011***

* Reviewed and summarized customer case files
* Organized client information in Excel to provide to management
* Organized customer contracts
* Assisted with various contract management and department administration matters

**Education**

***Eastern Florida State College, Melbourne, FL*** ***May 2016***

Bachelor of Applied Science, Operations Management